



ACT Committee Meeting
December 9, 2025 @ 5:30 PM
This meeting is recorded for public record.

Committee Members:

Bryan Travis, Chair
Brian McGinnis
Shelia Vaccaro

Chief Information Security Officer: William Mann

Director of Human Resources: Christine Hines

Borough Manager: Sean Metrick

ACT Committee Meeting:

I. Call to Order

II. Announcements

A. The December 16, 2025 Borough Council Worksession will begin at 6:00 PM

B. The Borough will be collecting canned goods to benefit the West Chester Food Cupboard at Borough Hall during business hours. Please stop by to contribute. More information can be found on the Borough website.

III. Comments

Comments, suggestions, petitions by residents, taxpayers and visitors in attendance regarding items that are not on the agenda. Please be advised there is a 5-minute time limit which is at the discretion of the Council President and/or Chair.

IV. Reports

A. Quarterly Report – Chief Information Security Officer (attachment)

B. Annual Report from the Transportation Advisory Committee. - John O'Brien - Chair

V. Old Business

A. Approve November 2025 meeting minutes (attachment)

B. Discuss the policy for presentation requests from organizations or individuals (attachment)

Issue: Create a policy to establish rules for outside groups/individuals who wish to make a presentation to Borough Council

C. Discussion of Sunshine Act and Meeting attendance

Issue: Tabled from November Borough Council meeting for further discussion

D. Approve 2026 Meeting Schedule (attachment)

Issue: Approve 2026 Meeting dates

VI. New Business

VII. Other Business

VIII. Adjournment

Visit www.west-chester.com for access to all attachments.

Agendas are posted to www.west-chester.com by noon 3 business days prior to the meeting.

INFORMATION TECHNOLOGY

cybersecurity services, solutions and staff education
hardware | networking | connectivity | collaboration
microsoft, adobe and related software and cloud services
organizational and staff support

Quarterly Report

September – November 2025

December 9, 2025 - ACT Committee

Your IT Team is:

- William Mann
- Jeff Carbohn

William Mann, CGCIO

Borough of West Chester

wmann@west-chester.com



Monthly CISO Reports

September – December 2025

The information included in this report compiles highlighted information from the CISO Monthly Report which is issues to the Borough Manager, Assistant Borough Manager and Borough Council.

Our Mission

Information Technology is the backbone of how organizations get their work done. It is IT that helps all our staff - everyday. We help in many, diverse levels, from the most basic to keeping our organization secure and safe.

This is our mission reduced to 3 sentences.

We have great pride in our mission and our organization.



PROJECTS

January – November 2025

- **COMPLETED:** WORKSTATION UPGRADES
- **COMPLETED:** AGENDA – MEETING MANAGMENT SERVICES
- **IN PROGRESS:** AI – MICROSOFT 365 COPILOT INTEGRATION
- **COMPLETED:** WINDOWS 11 UPGRADES *
- **IN PROGRESS:** WEBSITE UPDATES

- **ASSIST/IN PROGRESS:** FINANCE – ACH SERVICES WITH ABILA

- **COMPLETED:** AUDIO UPGRADES IN BOROUGH COUNCIL CHANBERS
- **COMPLETED:** SECURITY ACCESS AT CHESTNUT STREET GARAGE

- **ASSIST/COMPLETED:** POLICE – AXON (IN CAR VIDEO AND BODY CAMS)

UNSCHEDULED EVENTS

September – November 2025



There was 0 unexpected service events.

RELATED SERVICES

- October 27: AWS (amazon web services) A global outage impacted some of our connected services.
- October 29: AWS (amazon web services) & Azure (microsoft web services) impacted some of our connected services.

OTHER INITIATIVES, SERVICES & PLANNING

These include services provided by the Information Technology department that are not part of a larger project or included as help desk tickets.

SEPTEMBER

- Replaced 3 cameras in the administrative and parking office areas.
- Added 2 cameras in the administrative and parking office areas.
- Additional programming for the audio system in the Borough Council Chambers.

OCTOBER

- Set new Global Policy to better manage Windows/Security updates.
- Installed new network switch in the Borough Council Chamber AV cabinet.
- Updated firmware for Borough Council microphones.
- Setup new Chief Communication Officer with technology services.
- Setup new HR Director with technology services.
- Coordinated new office furniture purchase and installation for the HR office.
- Worked with Chester County DES on the dispatch recorder.

OTHER INITIATIVES, SERVICES & PLANNING

These include services provided by the Information Technology department that are not part of a larger project or included as help desk tickets.

NOVEMBER

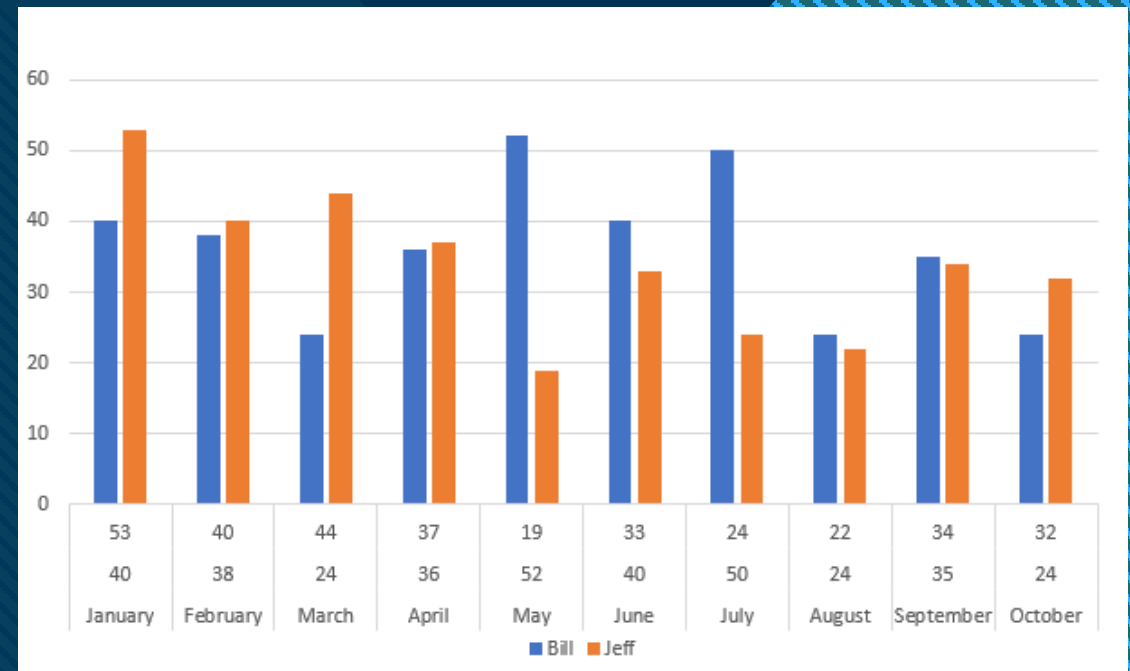
- Working with the police department, planning a new EOC (emergency operations center).
- Installed new PC for Lt. Daly (police department)
- Scheduled weekly recurring meetings with the new Chief Communication Officer, Joe Miles.
- Attended planning meeting for the proposed new EOC in the police department.
- Worked with Lt. Ditz “tearing down” the two (2) DMARC rooms on the first floor of the municipal building. (pictured right)
- On 11/21 the IT Department (Jeff) assisted the WCPD and the FBI with a bomb threat investigation that involved tracking an email sent to the mayor’s office.
- On 11/25 the IT Department (Bill) assisted Officer Gilbert, WCPD extracting video evidence reference an assault.
- On 11/25 the IT Department (Jeff) assisted the West Goshen Township Police with video evidence from the Chestnut Street Parking Garage (getaway vehicle, Robbery).

HELP DESK SERVICES

Help desk services are a core function of the information technology staff. Every department, every employee relies on the diverse soft and hard solutions that they rely on to get their job done. From hardware of all types, software solutions, cloud services and more it is through help desk services that our organization can function.

Note: Only about 70% of the day-to-day support IT provides to staff is documented in our help desk solution. We are working to improve this documentation.

Year to Date



760 Help Desk Tickets resolved between January & November. Average of 70 each month.

CYBERSECURITY SOLUTIONS



Impersonation –
Phishing – Scamming -
Extortion Response

Automated & Follow-up

759



Incident Response
Self-Reported including
investigation &
Remediation

584



Account Takeover
Account Hijack Attempts

1



Security Awareness
Training (PhishLine)
Phishing Testing with Staff

11



Cybersecurity
Planning & Review
Planning & Review
+ Staff Training +
Cybersecurity Friday
Cybersecurity Daily
Cybersecurity Awareness
Month - October

CYBERSECURITY FRIDAYS

Each Friday we issue a new Cybersecurity Friday newsletter to staff, stakeholders and others in local government.

Our mission is a simple one.

It is through education and an informed staff that will help us protect our organization – and each other.

Each week's newsletter highlight's our most recent Cybersecurity All-Stars!



We now have an audio version of "Cybersecurity Friday " available on Apple Podcasts and YouTube.



March 22, 2024 | Issue 85

Cybersecurity Friday
phishing - scamming
impersonation - viruses - trojan horses
malware - oh my!

staying cybersafe one week at a time

[Back Issues](#)

This Week on "Cybersecurity Friday"

This week we are going to begin our look at the **13 types of email threats** you should be aware. Knowledge is our best weapon against cybercriminals.

While most people think of emails when they hear about phishing, scammers have more sophisticated ways to "phish" you — from fraudulent calls and texts to malicious websites and even hacked search results.

In this exciting issue of "Cybersecurity Friday" we are going to explore the main types of phishing to look out for and show you how to spot the warning signs. We'll also explain what to do if you unwittingly engage in phishing attempts, so you can respond quickly enough to protect your finances and identity.



[Back Issues Now Available!](#)

All of our back issues are now available on the Borough Website if you want to revisit any exciting issue of "Cybersecurity Friday". Because each issue now focuses on a specific topic you can browse the back issue on our website if you want to learn more about a specific cybersecurity topic.



CYBERSECURITY DAILY

Our mission is to provide 2-to-5-minute daily videos focusing on Cybersecurity for our staff, partners and our community.

You can subscribe on YouTube to the “Cybersecurity Daily” channel and help yourself stay safe, *one short video at a time!*



Cybersecurity Daily
@WestChesterCybersecurityDaily · 44 subscribers · 169 videos
On Cybersecurity Daily we offer very short daily videos which are designed to help you know more.
facebook.com/profile.php?id=61558460735706
Customize channel Manage videos

Home Videos Shorts Playlists Posts

Welcome to Cybersecurity Daily
30 views · 2 months ago
Join us each weekday for a 2 to 5 minutes episode about Cybersecurity. Each episode will be a quick tip about cybersecurity. It is through information and education that we can keep ourselves, our families and our organizations cybersafe.

For You

- Cybersecurity Daily - Episode 162 | Common Holiday Cyber Threats
No views · 17 hours ago
- Episode 138 | Today's Mistake is Clicking on suspicious links
18 views · 1 month ago
- Cybersecurity Daily - Bonus Episode | They Tried to Trick Me!
36 views · 5 months ago
- Cybersecurity Daily - Special Episode
20 views · 5 days ago

ONGOING TRAINING

December –
November

Ongoing collaboration, training and education efforts.



Barracuda



Sept 4 – PTI Tech Talk – Tactical Communication

Sept 23 – Barracuda Product Development Discussion

Oct 15 – PTI Tech Talk

Oct 24 – Barracuda UX Research Discussion

Nov 6 – Barracuda – Inside The Breach: A Live Experience

Nov 21 – Microsoft Excel 2

Streaming Services - Outreach

YouTube Channel – Borough Council Meetings – January through November 2025

FACEBOOK	VIEWS BY MONTH										
	Jan	Feb	Mar	Apr	May	June	July	August	September	October	November
Committee Meetings	240	402	430	1204	587	522	731	812	592	464	445
Committee Meetings	382	365	361	973	565	610	519	660	587	469	539
Worksession	200	382	552	953	489	1762	538	682	625	908	626
Voting Session	312	229	446	536	554	689	433	1414	495	3403	686
YOUTUBE	VIEWS BY MONTH										
	Jan	Feb	Mar	Apr	May	June	July	August	September	October	November
ACT	30	28	13	94	26	7	25	29	29	19	11
Public Works	59	73	37	51	33	95	64	91	95	61	50
Parking	35	40	31	38	35	35	38	35	43	37	35
Finance & Revenue	62	28	41	13	49	11	25	58	23	16	39
Public Safety	35	46	42	39	45	11	35	35	23	39	31
Smart Growth	48	39	50	49	21	29	26	86	38	44	31
Worksession	81	57	86	96	119	63	91	83	46	97	32
Voting Session	55	51	64	54	77	42	62	57	24	67	32
Planning Commission WS	n/a	n/a	n/a	n/a	3	26	37	34	43	n/a	33
Planning Commission VS	n/a	n/a	1	1	23	28	12	36	41	16	

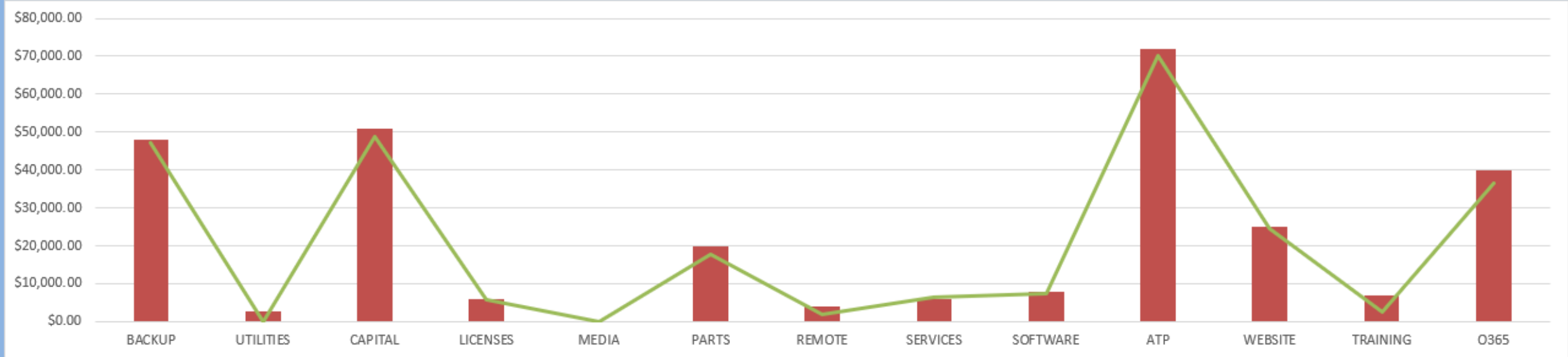
2025 BUDGET

INFORMATION TECHNOLOGY SERVICES | 2025 BUDGET



\$289,517.00
 \$268,398.79
\$21,118.21

	BACKUP	UTILITIES	CAPITAL	LICENSES	MEDIA	PARTS	REMOTE	SERVICES	SOFTWARE	ATP	WEBSITE	TRAINING	O365
	01-45659	01-40931	01-44568	01-45722	01-45754	01-45766	01-45782	01-45792	01-45798	01-45802	01-45820	01-45774	01-43829
Budget	\$48,000.00	\$2,700.00	\$50,817.00	\$6,000.00	\$0.00	\$20,000.00	\$4,000.00	\$6,000.00	\$8,000.00	\$72,000.00	\$25,000.00	\$7,000.00	\$40,000.00
YTD	\$47,136.24	\$0.00	\$48,641.15	\$5,783.13	\$0.00	\$17,817.62	\$1,792.71	\$6,522.18	\$7,253.00	\$70,065.58	\$24,615.10	\$2,372.00	\$36,400.08
Remaining	\$863.76	\$2,700.00	\$2,175.85	\$216.87	\$0.00	\$2,182.38	\$2,207.29	-\$522.18	\$747.00	\$1,934.42	\$384.90	\$4,628.00	\$3,599.92
	Datto		3 Projects	Varied	Varied	Varied	Varied	Varied	Varied Adobe	Barracuda PenTesting	CivicPlus	Varied	Microsoft Calltower



👍 The Budget performed as expected. 👍

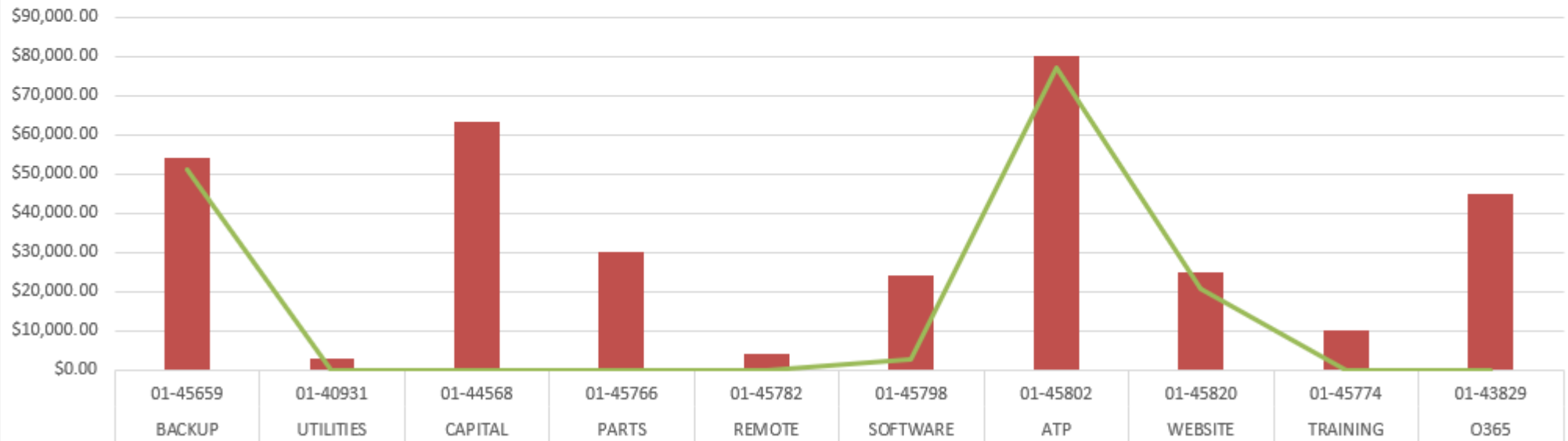
2026 BUDGET

INFORMATION TECHNOLOGY SERVICES | 2026 BUDGET



\$337,931.23
\$151,400.00
\$186,531.23

	BACKUP	UTILITIES	CAPITAL	PARTS	REMOTE	SOFTWARE	ATP	WEBSITE	TRAINING	O365
	01-45659	01-40931	01-44568	01-45766	01-45782	01-45798	01-45802	01-45820	01-45774	01-43829
Budget	\$54,000.00	\$2,700.00	\$63,231.23	\$30,000.00	\$4,000.00	\$24,000.00	\$80,000.00	\$25,000.00	\$10,000.00	\$45,000.00
YTD	\$51,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2,800.00	\$77,100.00	\$20,500.00	\$0.00	\$0.00
Remaining	\$3,000.00	\$2,700.00	\$63,231.23	\$30,000.00	\$4,000.00	\$21,200.00	\$2,900.00	\$4,500.00	\$10,000.00	\$45,000.00
	Datto	mobile	3 Projects	Varied	Varied	Varied Adobe	Barracuda PenTesting	CivicPlus	Varied	Microsoft Calltower





William Mann, CGCIO

Chief Information Security Officer
Borough of West Chester
wmann@west-chester.com



Administration, Communication & Technology Committee of Borough Council

Date: Tuesday, November 11, 2025@ 5:30 PM

Committee Members: Bryan Travis, Chair
Brian McGinnis
Sheila Vaccaro

Staff: William Mann, Chief Information Security Officer
Nicholas Fink, Manager of Data and Enterprise Applications
Will Williams, Director of Sustainability
Sean Metrick, Borough Manager

MEETING MINUTES

- II. Announcements
- III. Comments, suggestions, petitions by residents, property owners, and visitors in attendance regarding items not on the agenda. (Please be advised that all public comments have a 5-minute time limit.)
- IV. Reports
 - A. Quarterly Report – Data Management and Enterprise Applications - **completed**
- V. Old business
 - A. Approve October 2025 meeting minutes – **Approved 3-0**
- VI. New business
 - A. Consideration of creation of America 250 Committee to help create and plan Borough events for the 2026 semi quincentennial – **Approved 3-0**

Issue: Create a committee to assist with events
 - B. Motion to approve the policy for presentation requests from organizations or individual – **Back to ACT for additional work on language**

Issue: Create a policy to establish rules for outside groups/individuals who wish to make a presentation to Borough Council
- VII. Adjournment

Visit www.west-chester.com for access to all attachments.

Agendas are posted to www.west-chester.com by noon 3 business days prior to the meeting.

Making a Presentation to Borough Council Tips, Suggestions and What You Need to know

Thank you for taking the time to address the Borough Council and citizens. The opportunity to hear from our community is an integral part of Council's work toward the betterment of our Community.

What is a Presentation? A presentation conveys information from a speaker to Borough Council. Presentations are typically demonstrations, introduction, lecture, or speech meant to inform, persuade, inspire, motivate, build goodwill, or present a new idea.

How do I get on an agenda?

Email danad@west-chester.com with your topic and agenda request. The office will review your request and respond to you. All requests must be submitted at least 2 weeks prior to Council/Committee meetings.

When do we meet?

For a schedule of upcoming Council and Committee meetings, please visit the [Council's calendar](#). Only approved presentations will be heard.

Where do we meet?

All Council meetings and public hearings are conducted in Borough Council Chambers; 401 East Gay Street.

When to arrive?

Presentations are scheduled at the beginning of the meeting after public comment. While we strive to keep meetings moving as efficiently as possible, there are times we run late. We suggest all guest presenters be ready and available at the start of the meeting, and sit in the front two rows.

How long do I have to present?

To keep meetings on schedule, and in fairness to other attendants, we ask that you keep your presentation to five minutes to allow time for Council and others in attendance to ask pertinent questions. Your presentation will be listed on the agenda. When it is your time to present, the Council President or Committee Chair will invite you to the podium.

Presentation materials

Please provide presentation materials to our staff one week before the meeting to distribute to Council for review, and to upload to our website for public access and transparency purposes.

Managing slides during presentations

Our IT staff will manage the documents and /or slides you provide. A pointer is available for your use.

Tips for Council presentations

- Please be on time and check-in with Borough staff when you arrive.
- Please be sure your presentation is readable with the font size large enough for the audience to see. Graphics should be clear and understandable.
- Conduct your entire presentation within the time allotted, allowing for questions and discussion.



We look forward to hearing from you and welcome your participation and presentation. Please contact us if we can answer any questions or be of assistance.

Sean Metrick, Borough Manager

Ramsey Reiner, Assistant Borough Manager/Parking Director

DRAFT

NOTICE IS HEREBY GIVEN West Chester Borough has established the following meeting schedules for 2026:

Borough Council Meeting	Third Wednesday of each month at 6:30 P.M.
Borough Council Work Session	Tuesday preceding the 3 rd Wednesday at 6:30 P.M.
Note: The May Worksession Meeting is on the same evening as the Primary Election Discuss Date Change	
Council Committee Meetings	Tuesday preceding the 2 nd Wednesday of each month
	ACT – 5:30 PM
	Parking – 6:00 PM
	Public Works – 6:30 PM
	Second Wednesday of each month
	Finance – 5:30 PM
	Public Safety – 6:00 PM
	Smart Growth – 6:30 PM
Community Campus Committee	Fourth Tuesday of each month at 6:00 PM
Historic Architectural Review Board	Last Thursday of each month at 7:00 PM Exception: Will meet November 19, 2026; December 17, 2026
Historic Commission	Third Thursday of each month at 7:00 PM Exception: October 26 th meeting will begin at 7:30 PM
Pension Committee	January 26, April 27, July 27, October 26 @ 3:00 PM
Public Arts Commission	Monday before the last Thursday of each month at 6:00 PM Exceptions: Will meet: March 23, May 18, June 22, August 24, September 21, November 16, December 14 2026
Planning Commission Work Session	First Monday of each month 6:30 PM
Planning Commission:	Second Monday of each month at 6:30 PM Exception: Combination of meetings September 14, 2026
Railroad Restoration Committee	Second Wednesday of each month at 7:00 PM
Recreation Commission	Last Wednesday of each month at 6:30 PM Exception: No meetings in October; Combined November/December meeting December 2, 2026
Sustainability Advisory Commission	Last Thursday of each month at 6:30 PM Exception: November/December Meeting will be combined and held first Thursday, December 2 2026
Transportation Advisory Committee:	Second Tuesday of each month at 6:00 PM
Tree Commission	First Wednesday of each month at 6:00 PM
West Chester Library Board	Second Monday of each month at 7:00 PM 2025– Location: West Chester Public Library, 415 N. Church St., West Chester, PA 19380

Meetings are held, unless otherwise noted, at 401 East Gay Street, West Chester, PA 19380. If an auxiliary aid, service, or other accommodation is required to observe or participate in the meeting, contact the Borough Manager's office at 610-344-3246 in advance to discuss how your needs may be accommodated.

DRAFT